

Message

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**From:** ServiceDesk v11 Notification [NoReply@Noreply.com]  
**Sent:** 10/14/2010 2:11:06 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** Incident 650000 - Update on Outstanding Ticket > 48 hrs.

Incident 650000  
Customer: Hanchett, James L

Group assigned to: DPH.Engineering  
Description: HSLI - VISIT - James called because there are 4 printers serviced in the Amherst drug lab.  
413-545-2607

Reason: In order to achieve timely service to our valued customers, I would like to take this opportunity to inform you that the Incident #650000 is still in an active status. We apologize for any inconvenience this may have caused you, but we will notify you as soon as the problem has been resolved.

If you have any further questions:  
Please phone the Customer Service Center at: 617-624-5877

Customers, click on the following URL to view Incident #650000:

Analysts, Click here for VG access:

Sincerely,  
Customer Service Center.

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.